



Issues Resolution Office now operational

April 19, 2016

WorkSafeNB's new Issues Resolution Office (IRO) will work to improve service for New Brunswick's workers and employers.

Guided by the principles of fairness, impartiality and service excellence, the IRO will provide a final review of claim-related decisions and investigate service complaints.

"In addition to offering injured workers, their dependants, and employers a secondary review of a claim decision, the IRO will act as an ombudsman to help resolve service issues," said Gerard Adams, WorkSafeNB's president and CEO. "We believe that looking at ourselves from our clients' perspective is healthy and will improve our relationships with our clients, and ultimately our service," Adams said. "The IRO is committed to ensuring all who deal with WorkSafeNB continue to receive the respect, rights and benefits they deserve."

The IRO staff has a broad range of front-line experience, and is trained in administrative justice through the Foundation of Administrative Justice. The IRO reports directly to WorkSafeNB's corporate secretary and general counsel.

For more about the IRO, visit [Issues Resolution Office](#).

© 2016 WorkSafeNB